

**REQUEST FOR PROPOSAL
RE: INMATE COMMISSARY SERVICES
Erie County Holding Center & Correctional Facilities
10 Delaware Ave.
Buffalo, New York 14202**



REQUEST DATE: 01//24/2012

SUBMISSION DEADLINE: 2/09/2012 - 2:00PM EST

**PROJECT: ERIE COUNTY JAIL COMMISSARY
SERVICES REQUEST FOR PROPOSAL
RFP# 1203VF**

This Request for Proposal (RFP) with all pages, documents, and attachments contained herein or subsequently added or made a part hereof, and responses submitted as a fully and properly executed proposal, shall constitute a contract between the Erie County Sheriff's Office (ECSO NY) and the successful and most responsible bidder, as determined by the Erie County Sheriff's Office when approved and accepted by the Erie County Sheriff's Office. The ECSO NY reserves the right to modify this RFP or any related attachments, addendums, as in the best interest of ECSO NY. The ECSO NY may or may not decide to enter into an agreement for commissary services, or enter into any agreement related to this RFP as determined by the ECSO NY.

PROPOSAL SUBMISSION:

Proposals must be submitted in complete original form by mail or by messenger to the following address. Questions shall be submitted to same via email:

**ATTN: Dan Centinello
10 Delaware Ave.
Buffalo, New York, 14202
centind2@erie.gov**

All proposals received shall be notated as follows on the outside of the envelope:

**PROPOSAL: COMMISSARY SERVICE
ERIE COUNTY HOLDING CENTER
ERIE COUNTY CORRECTIONAL FACILITY
RFP # 1203VF**

SCOPE OF SERVICES

The following describes the intended process of how commissary will be ordered and delivered, inmate accounting system specifications, hardware specifications, warranty and maintenance, staffing requirements, billing, and implementation requirements. The vendor will be required to provide an inmate accounting and commissary ordering and delivery solution that meets the requirements set forth here as well as any value added aspects the vendor may propose. It is the intent of the Erie County Sheriff's Office (ECSO NY) to partner with the vendor providing the best value and most secure process of providing commissary to both of the Erie County Sheriff's Facilities. **No alternate or on-site order pulling responses shall be accepted in response to this RFP. Any alternate response shall be returned to the vendor unopened. Vendors must adhere, without exception, to the Technology Section of this RFP. No offers for the provision of food service, commission guarantees or signing bonuses will be accepted. Deviations from any bid specifications shall equate to an unresponsive bid submission, and in turn, disqualify the vendor from the bidding process. No subcontracting will be allowed for ANY services. It is ECSO's intention to partner with one company for ALL services listed herein.**

The Erie County Holding Center & Correctional facility has a joint average daily population of **1,250 inmates**. The facility addresses are as follows:

Erie County Holding Center
40 Delaware Ave
Buffalo, NY 14202
500 ADP

Erie County Correctional Facility
11581 Walden Avenue
Alden, New York
750 ADP

The Erie County Sheriff's Office is requiring the following for the start of a new commissary contract:

1. Vendors will provide a commission to ECSO on gross commissary sales of no more than and no less than 25%. Commissary Sales will be provided to Vendors in answers to questions. This is a fixed commission RFP and any additional bonuses guarantees or other commission offers will be considered UNRESPONSIVE and proposals will be rejected.
2. Inmate Accounting Software System.
3. 2 Computer Workstations with flat panel monitors.
4. Wall Mounted Kiosk Order Entry System. The vendor will provide **50 Housing -Type Wall-mounted** inmate order entry Kiosks with color touch screens. Incoming vendor will be responsible for ALL wiring at no cost to ECSO.

5. Inmate Housing Kiosk Functionality to include:
 - A. Commissary Order Entry
 - B. Account History
 - C. Appointment Request Features
 - D. Grievance / Medical Requests
 - E. Kites and Informal Communications with Staff
 - F. Inmate Calendar Views
 - G. Ability to Post Facility Information
 - H. Secure Email to Family (External)
 - I. MP3 Player Program Views
 - J. Ability to Sync with MP3 Player
 - K. Phone Time Management
 - L. Upgradeable to Video Visitation Software and Cameras
6. Proposed menu **with price matching** on all current ECSO commissary menu items. See ESCO Current Menu with pricing **Attachment A**.
7. Automated Deposit Services with 2 Lobby Deposit Kiosks accepting cash and credit / debit cards.
8. 2 Intake Kiosks accepting cash and coin.
9. Commissary orders delivered to the facility **(2) two** times per week (ECHC - Downtown) **(1) one** time per week to (ECCF - Alden) from the Vendors warehouse to both facilities. All deliveries must be secured. The delivery time and day will be mutually agreed upon by the ECSO NY and Vendor.
10. Individual commissary orders shipped to the facility will be delivered to the inmate population by the employees of the ECSO NY Staff.
11. Prices listed shall be guaranteed for the first year of the contract. Any price increases must be agreed upon by a designated representative of the

ECSO NY and said increase shall take effect and be implemented annually on each contract anniversary date.

12. Any proposals received by the ECSO NY after the designated date and time noted for receipt shall not be given consideration.
13. Mandatory active integration experience with Black Creek Jail Management Software.
14. There will be a mandatory jail walk through to determine wiring costs for incoming vendor TO BE DETERMINE at 10:00AM for ECHC. 1:30PM for ECCF. Failure to attend will result in disqualification.
15. If after reading this RFP it is determined that the Vendor cannot meet all the requirements as stipulated by ECSO NY, the vendor may choose to submit the ECSO NY **“RFP Commissary Service - No Bid Form”**.

Note: Any questions regarding this RFP will be submitted in writing to the contact email address at centind2@erie.gov not less than **7 days prior** to the submission deadline date and time set forth in this RFP. Any questions received after this date will not be answered.

All bidders must define in detail in their written response how their commissary delivery system and operation will meet the requirements of the ECSO NY as stipulated.

ORDERING PROCESS AND PROCEDURES

The successful vendor will provide an Inmate Order Entry Wall-Mount Housing Type Kiosk Solution with Commissary Order Entry Software to order commissary, fully integrated with Syscon's Jail Management Software. The entire inmate population will be allowed to order commissary **two (2)** times per week. The electronic data of the orders will be transmitted via the internet to the vendor's designated warehouse, including all relevant information. The ECSO NY will not allow for vendors to dial in to the ECSO NY computer system for the retrieval of orders. Order information must be able to be transmitted locally from the commissary computer supplied by the awarded vendor.

Pricing and items cannot be changed by the vendor without the consent of the designated representative of the Erie County Sheriff's Office. Prices enclosed shall remain in effect for the first year of the contract. Price increases shall be allowed on the anniversary date of the commissary contract upon approval of the designated representative of the Erie County Sheriff's Office.

Each inmate will order with a weekly dollar limitation that will be set forth by the Jail. The weekly spending limit will not include agreed upon special purchases such as, but not limited to, electronics, clothing, sneakers, etc. Said items will be decided upon by the Jail.

If inmates have insufficient funds to cover the cost of the entire order, the vendor must provide a system for the inmate's ordered items to be processed in a prioritized manner. This procedure must be approved by the Jail and based upon available funds. Once the inmate's available funds are exhausted, additional items will not be processed. The vendor's software must search for the next item on the commissary sheet that may be attained by the inmate due to limited funds, maximizing the inmate's purchases. Items exceeding the inmates' available funds must be listed at the bottom of the inmate receipt. In addition, any items that are unavailable to the inmate due to restrictions, unauthorized items, or item quantities that exceed the Jail's limits, etc., must be listed at the bottom of the inmates receipt. A sample of the master commissary sheet and inmate receipt detailing said restrictions must be enclosed with the vendor's response.

The Vendor must establish a procedure for handling replacement and/or reimbursement for defective walkman radios, headphones, foot wear and clothing items which are deemed defective by the Jail and purchased within a 30-day period. This procedure must be approved by the Jail.

It is the Jail's intent to maintain the current, security conscious, correctional environment. All products intended to be sold to inmates must be submitted to the Jail for inspection and approval prior to sale for safety and security purposes. Items containing tobacco, metal or glass cannot be sold. **Specifically, the vendor must provide "correctional safe pens" and "anti-shank" toothbrushes and razors. A preference shall be given to the vendor providing the most "security friendly" products.**

The Vendor will be required to develop an informational package which will serve to explain and inform the inmate population of the procedures for ordering and receiving commissary. **All such information must be provided in both English and Spanish.**

All orders **must be** pulled and shipped from an off site warehouse from the Jail. No space at the Jail will be made available to the vendor. The Erie County Sheriff's Office reserves the right to a site visit to the vendor's warehouse before the award of a contract is made. **The vendor's warehouse must be at least 50,000 square feet and be physically located within 250 miles of the Erie County Sheriff's Office to ensure the vendors ability to meet inventory, delivery requirements, product selection and the ability to grow with the needs of ECSO NY.**

Representatives from the Erie County Sheriff's Office/Jail will review all proposals received. Each evaluation criteria has been given a point total based on its relative value to the scope of work as a whole. The RFP is a value-based bid as the Erie County Sheriff's Office/Jail is looking to partner with the vendor that best meets all the requirements set forth. **No alternate responses shall be accepted.**

INMATE ACCOUNTING SYSTEM

1. The ECSO will require the awarded vendor to provide an entire Inmate Banking and Commissary Kiosk Ordering Software System. The vendor system will be used to facilitate the tracking of inmate funds, inmate locations within the Jails, check-writing, bank reconciliation, payroll, property, and provide the ability to order commissary items such as food, hygiene, and electronics, music and clothing items from the awarded vendor. It is the intent of the Prison to award to one vendor for this particular service/contract. **No subcontracting shall be allowed for this section of the commissary contract unless stipulated by ECSO NY. The vendor must write, support, and service their proprietary inmate banking software. No exception to this requirement will be allowed.**
2. Vendor MUST provide and assume all costs for an Electronic Booking Type Integration with **Black Creek** Jail Management Software for the electronic exchange of all pertinent inmate information required to operate the financial system. Integration with the Black Creek System is **mandatory**.
3. The vendor, in their proposal, must provide a timeline on the history of the development of their software to include, at a minimum:
 - a. The date of the systems first introduction to the correctional industry.
 - b. Programmers who created the software and their current status within the company.
 - c. Current technical staff, job titles, phone numbers, experience, and duties.
 - d. Current ownership of the vendor's software and who provides the customer service for and continuing enhancements of the software.
 - e. Listing of all correctional facilities in the **State of NY and surrounding states** where the vendor's software is utilized, as put forth in this bid. Said list to include the names of contacts, phone numbers and a description of the utilization of your software at said facilities.
4. The vendor shall be responsible for supplying any necessary financial reports from their software to meet the needs of the ECSO NY.
5. The vendor shall be responsible for providing adequate training for the Erie County Sheriff's Office employees as to the thorough and proper use of the vendor's software. On-going training will be required by the vendor as needs arise. The vendor shall submit, upon award, a training schedule. All training will be the sole responsibility of the vendor. The initial training of the ECSO's employees will conclude when the designated employees, Jail Administrator and Sheriff of Erie County sign off on the training schedule as completed.

6. **The successful vendor MUST currently have active interface experience with BLACK CREEK Prison Management Software System and provide a current facility reference with contact names of where the Vendor provides said integration. Any exception to this requirement may be deemed as an unresponsive bid.**
7. The vendor's software, at a minimum, must meet the following requirements:
 - a. Security protocols to limit accessibility to the vendor's software by individual, group and the ability to authorize software access by terminal/workstation. Transactions must be time stamped by user and terminal for auditing purposes.
 - b. Provide terminal/workstation internet browser based "view only rights", for officers in cell blocks, to provide inmates information regarding past orders, inmate account history and assist in cell searches.
 - c. Post deposits on-line and in real time, into an inmate's account, all window and mail deposits. Deposits must have the ability to be posted in batch mode to increase the efficiency of the Staff. Batches must have the ability to be numbered by the user to track said batches for audit ability.
 - d. Track inmates who may be indebted and automatically track arrears, payments of fines, restitution's damage to property payments and other financial obligations. The system must be able to calculate and post such payments.
 - e. Allow user to conduct batch entries for all accounting data. Provide for automated transaction category codes and transaction amounts.
 - f. Monitor all system activity including but not limited to: new entries, data changes, log in and log outs and releases.
 - g. Print batch checks representing payments from more than one inmate with inmate numbers noted.
 - h. Log all checks generated by the system with user ID, date, time, payee/s, and payer's amount. Checks must have the ability to be written to an individual or third party. A "virtual" check must be approved by the user prior to the printing of a check for verification purposes.
 - i. Ability to store up to three signatures, in the database, that will automatically print on checks.

- j. Allow multiple workstations to print checks to a networked check printer. Configuration for said workstations to the networked printer must be achieved without user assistance.
- k. Ability to print “non-negotiable sample checks” to assist in configuration changes and verification of print locations prior to the printing of a “live” check.
- l. A positive pay checking account system to work in conjunction with the Prison’s bank to verify checks.
- m. The system must allow for multiple cash drawers that can be assigned to specific workstations or shared amongst multiple workstations.
- n. Cash drawers must have the ability to be created by shift, department and or workstation.
- o. The system must provide an on-line “money count” option to assist in the counting of each cash drawer at shift change/cash drawer closeout. The money count must be printable at any time during the shift for cash drawer verification purposes.
- p. Generate receipts for all deposits with the ability to automate the receipt numbering system.
- q. Calculate and post all inmates’ pays.
- r. Deduct on-line from an inmate’s account of store order purchases.
- s. Post inmate postage and other charges not already specified.
- t. Deduct on-line inmate money transfers that do not require the issuing of a check from an inmate.
- u. Post on-line credits for commissary orders, shortages, damages, and releases.
- v. Create various reports, including at least:
 - 01) “Ledger” Report for each inmate.
 - 02) Reporting of individual inmate accounts on a monthly basis or entire incarceration to include all transactions (deposits and withdrawals).

- 03) Ability to create ad hoc reports using Crystal Reports. Said reports must be generated from the vendor's software.
- 04) Integrate an inmate payroll software program that will allow for automated sweeps of payroll and direct deposits of payroll into individual inmate accounts and automatically code such as payroll deposits.
- 05) Recoverable/Receivable reporting to include: inmates charged, paid, and due/outstanding amounts.

w. Bank reconciliation features to include, but not limited to the following:

- 01) View and edit bank reconciliations by bank and date range.
- 02) List all payments and deposits in separate panels that allow for each panel to be viewed in full view.
- 03) User ability to add voided checks to a bank statement.
- 04) Provide detailed information of each transaction on the bank reconciliation.
- 05) Allow the user to manually lock each bank reconciliation when reconciled, or unlock any transaction inside a statement if the status of the transaction must be changed.
- 06) Allow the user to modify information in a bank statement after it has already been created.
- 07) The ability to generate summary and detail reports for each bank statement.
- 08) Allow the user to view and search transactions by type (checks only, other payments/deposits, etc.), status, date, check number or amount range, accounting event, resident ID number and payee name.
- 09) Allow the user the ability to print all or manually selected transactions for auditing purposes.

x. Commissary restrictions to include at a minimum:

Type of Restriction	Description	Example	Scope
Quantity per order	Any Item may be restricted to any quantity.	For instance, any inmate may be restricted to no more than 2 2-pack Tylenol per order	Per inmate, per order
Quantity per time span	In addition to the quantity per order restriction, any item may be restricted to any quantity over any time span in days.	For instance, any inmate may be restricted to no more than 4 2-pack Tylenol over a 60-day period	Per inmate, per item, per time span
Orders per time span	Any inmate may be restricted from placing any number of commissary orders over any time span in days.	For instance, any inmate may be restricted to no more than four orders in thirty days	Per inmate, per time span
Disallowed item	Any item may be restricted entirely from a given inmate	For instance, any inmate may have smoked sausage restricted entirely so that none may be ordered	Per inmate, per item
Category Quantity Restriction	Any inmate may be restricted to a given quantity of a collection of related items	For instance, any inmate may be restricted to ordering up to 7 candy items	1Per inmate, per category
Category Age Restriction	Any inmate may be completely restricted from ordering a class of items on account of age	For instance, any inmate less than 19 years of age may be restricted entirely from purchasing tobacco products	Per inmate, per category

Spending Limit Restriction	Any inmate may be restricted to a maximum dollar amount to be spent per order	For instance, any inmate may be limited to spending no more than \$50 per order	Per inmate, per order
Spending Limit Override	Any inmate may be granted a spending limit override to order a given item	For instance, any inmate may be allowed to spend up to \$40 on a tennis shoes, which amount does not contribute to the spending limit for the rest of the items ordered	Per inmate, Per item

Restriction Grid by Housing Location, Gender and / or Age	Entire restriction grids including combinations of any of the above restrictions can be applied automatically during the order process based upon an inmate's location in the facility, gender or age	For example, an inmate in a female only pod can be automatically assigned to a female restriction profile without user intervention.	Per inmate, Per grid
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- y. Commissary ordering system will allow for all restrictions in any quantity to any individual including but not limited to medical restrictions, for example candy bars restricted to diabetics.
- z. A complete property management module to allow for the classification, inventorying and disposal of inmate property during incarceration.

Deposit Service Specifications:

1 **Deposit Kiosk** – vendor must provide standalone floor model kiosk to the county at no cost.

- A. The kiosk must accept cash and credit/debit card deposits by friends and family members of inmates to be located in the jail public lobby.
- B. The kiosk must be equipped with a camera to capture picture of each depositor.
- C. The deposits must post in the Jail's Inmate Accounting system in real time.
- D. All funds deposited must be guaranteed by the vendor.
- E. The winning Vendor shall be responsible for any interface fees charged to create a real time interface with the Jails current inmate accounting system and JMS.
- F. All costs of the hardware and installation are the winning Vendors responsibility. The Jail will be responsible for the electrical and data drop cost.

2 **Deposit Kiosk questions for vendors to be answered:**

- A. What look up information will the kiosk be able to provide to depositors to correctly identify inmates (e.g. Name, inmate ID number and date of birth)?
- B. What denominations of bills does your kiosk accept (e.g. \$1's, \$5's, \$10's)
- C. What is the maximum amount of bills your kiosk accepts before needing service?
- D. If the deposit kiosk system is down, how are you alerted? What action will be taken to correct the problem?
- E. Who services the deposit kiosk for repairs?
- F. Who collects the funds from the kiosk and how often are these funds picked up?
- G. Does the deposit kiosk provide a receipt to the depositor?
- H. Does the deposit kiosk identify or take pictures of depositors?
- I. Describe the location and staffing for your call center.
- J. What are the service fees charged to the depositor?
- K. Describe your hiring practice for your employees who will accept credit card information.

3 **Vendor must provide alternate service deposit methods for family and friends of inmates to post monies to inmate accounts. The following must be available:**

- A. **Phone:** A call center using a 1-800 number in which family and friends can use a credit card to deposit funds into an inmate's account. The call center must be bilingual (English & Spanish).

- B. **Internet:** Designated website for family and friends to use a credit or debit card to deposit funds directly to an inmate's account
- C. **Walk up Cash Locations:** Family and friends can use Western Union (or equivalent) locations and deposit monies into an inmate's account
- D. **Lock Box Service:** Family and friends can send money orders to the vendor to be processed within 24 hours and batched together with all other deposit methods.

4 Deposit Services Features Requirements:

- A. System must allow for an approved depositor feature which only allows those individuals who have been approved by the County to make deposits.
- B. Vendor must provide the ability for authorized staff to see connections between inmates and senders and transaction history (i.e. how many messages/deposits)
- C. System must provide investigators the ability to view within the link analysis all transactions (deposits, e-messaging, video visitation) in a quick and easy to view manner.

Secure Mail RFP Specifications – Sender

- 1.1. The Electronic Message system must allow family and friends ("User") to send Electronic Message systems via a secure website.
- 1.2. The vendor provided secure website must require the User to create an account and log-in.
- 1.3. The membership to the vendor website must be free to the User.
- 1.4. Once an account is established, the User must have the ability to review sent and received messages.
- 1.5. Users must be allowed to purchase message credits on the secure website via credit or debit card.
- 1.6. System must allow for message/photo packages allowing families to have a lower per message/photo priced option.
- 1.7. For the same fee to send a message, the User must have the option to pay for the inmate to reply to messages.
- 1.8. Users should have the ability to see how many credits are remaining in their account every time they are logged in.
- 1.9. Users must have the ability to send photos via the secure website that is completely separate from sending an Electronic Message system (i.e. the sender can't attach a photo to a message). The photo must be sent separate to insure a photo isn't missed when approving a message.
- 1.10. Users must be able to access their account 24/7/365.
- 1.11. Users must be able to contact Customer Service via the secure website.
- 1.12. Users must be made aware via the secure website that any messages sent to the facility will be reviewed and approved or rejected based on content.
- 1.13. A Frequently Asked Questions page must be available on the secure website to assist with any questions Users may have.
- 1.14. The vendor provided secure website must be available in English and Spanish

1.15. The vendor provided secure website must not allow Users to type special characters and bold/italicize words.

11.15. The vendor provided secure website must allow Users the ability pay for printing of messages and photos using their credits.

Secure Mail RFP Specs – Facility

- 2.1.** Vendor must provide a secure website and log in for authorized facility staff.
- 2.2.** Authorized facility staff must have the ability to review all messages.
- 2.3.** Authorized facility staff must have the ability to sort all messages from the To, From, and/or Subject fields.
- 2.4.** Authorized facility staff must have the ability to open each message to review and approve or deny the message.
- 2.5.** A software program must be provided that detects words or phrases predefined by the facility.
- 2.6.** The facility must have the ability to edit the word list and assign levels of security to each word identified.
- 2.7.** The software program must detect specific words in both incoming and outgoing emails (if applicable).
- 2.8.** Authorized facility staff must have the ability to select groups of messages for approval without having to read each message.
- 2.9.** Authorized facility staff must have the ability to review and approve or deny all photos sent through the secure website.
- 2.10.** Vendor must provide the ability for authorized staff to see connections between inmates and senders and transaction history (i.e. how many messages)
- 2.11.** Vendor must provide all marketing materials for the email program.
- 2.12.** The software for approving photos should allow up to 32 photos to come up on the approval screen at one time allowing officers the ability to approve/deny photos for multiple inmates very quickly
- 2.13.** The software must score each message and provide a rating “red, yellow, green” for each message based on words contained in the email to allow officers the ability to quickly see what messages contain more of the words they requested it to search. The rating thresholds must be programmable by each facility.
- 2.14.** The software must have the ability to route the message to the correct facility in the case of an inmate transfer from one facility to another within the state.
- 2.15.** The software must allow officers the ability to flag messages from specific inmates or family/friends and automatically escalate to a separate review screen
- 2.16.** The software must have the ability to set up routing of approved messages automatically to different print queues in the facility.
- 2.17.** The software must have the ability to translate the scanned message from Spanish to English in the review mode. The original Spanish message should be shown with a translation in English below the message.

Secure Mail RFP Specs – Delivery Method

- 3.1.** Electronic Message system must allow authorized facility staff to print messages.
- 3.2.** Electronic Message system must have the ability for inmate's to view approved messages and create replies via an inmate kiosk and MP3 player.
- 3.3.** Electronic Message system must allow authorized facility staff to print photos.
- 3.4.** Electronic Message system must have the ability for inmate's to view approved photos via an inmate kiosk and MP3 Player.
- 3.5.** Electronic Message system must have the ability for inmates to respond to an approved message from an inmate kiosk or MP3 player
- 3.6.** Electronic Message system must allow the ability for inmates to send scanned hand written replies when access to a kiosk or MP3 player is not available.
- 3.7.** Electronic Message system must have the ability for inmates to invite a family or friends to sign up for the service and send them a message. The invite must be a canned message with an invite that directs the family/friend to sign up for the service and that does not allow the inmate to type anything into it the invite.
- 3.8.** Electronic Message system must allow the person receiving the invite to block this inmate from sending them another invite request and block any inmate from this facility to send them an invite
- 3.9.** Electronic Message system should block invites to email addresses that are .us, .state and .gov

Inmate Kiosk Requirements & Specifications:

Kiosk enclosure specification MUST meet the following requirements:

- Approximate size: 5" deep x 20-1/8" high x 18-3/8" wide
- 12 gauge sheet metal box details
- 2 piece 'Telescoping' box design
- 1" radius edges (minimum) on the four corners on FRONT panel
- 2 each 'standard' cam locks (on opposite sides)
- (4) mounting holes in back
- Powder coated painted finish - Black
- Monitor window to be NO smaller than 1/4" from edge (12" wide x 8" high opening)
- (2) electrical duplex outlets mounted above monitor
 - Includes two each of the following: metal box, outlet, compression fitting, coupler, and mounting bracket
- (2) holes and slots in top of kiosk box
- Electrical security switch (single-pole) with key

Display:

The Planar LA15 is a 15" flat panel screen with an active matrix, thin-film transistor (TFT), liquid crystal display (LCD) touch screen. COLOR SCREEN ONLY.

Features that include:

- Direct analog signal input
- Active matrix TFT LCD technology
- 1024 x 768 XGA resolution
- 15" viewable display area
- 31.5 ~ 60 kHz horizontal scan
- 56 ~ 75 Hz refresh rate
- 0.297mm x 0.297mm pixel pitch
- 250 cd/m2(typ.)brightness
- 400:1(typ.) contrast ratio
- L/R=60°/60°,U/D=40°/60° viewing angle, CR=10
- Tr=4ms(typ.)/tf=12ms(typ.) response time
- 2CCFT backlights lamps w/30,000 hrs life
- Auto-adjustment function
- Multilingual OSD user controls
- VESA DPMS power saving
- Durable, 7-wire resistive touch screen(for LA1500RTR)

Resistive for finger and pen interface

- Surface: Anti-glare treatment
- Interface: USB
- Durability:
 - Note Life: 106 words (min.)
 - Input Life: 107 times (min.)
 - Hardness of surface = pencil hardness 2H (min.)

- Operating force =0.05~0.49N (5~50gf)
- Measured with R8 silicon rubber hardness 60°
- Transparency: 78percent
- HAZE = 5 percent (typ.)
- Driver: Windows® 95/98/Me/NT/2000/XP,DOS,Win3.1, Win CEx86

Wyse Terminal:

- 800 to 1GHz Processor
- 4 x USB 2.0 Ports
- 2 x Serial Ports
- 1 x Parallel Port
- 2 x PS2 Ports
- 10/100 Ethernet
- PCMCIA Slot
- Internal Smart Card Slot (optional)
- 256 MB Flash
- 256 MB DDR RAM
- 1600 x 1200, 24 Bit, 85hz maximum video resolution

Kiosk MUST be designed for the 8 main following functions:

1. Account history
 2. Commissary order entry (MUST have pictures for inmates) – vendor MUST specify yes or no.
 3. Inmate Grievance Feature
 4. Facility information posting.
 5. Inmate calendar/request appointment
 6. Secure Mail
 7. Phone Management
 8. Upgradeable to video visitation.
- An inmate must be able to logon to the kiosk using one of three ways:
 - Displayed to the inmate is a logon screen that will allow them to enter their identifying number, i.e. booking number, DOC number, etc. The inmate is then asked to enter his PIN number or the number is assigned to them at book in and then changed by the inmate at first logon. The facility is able to change this at any time back to a default and then prompt the inmate to change the PIN number at next logon.
 - The inmate is able to present a barcode on a wristband to the attached scanner. This scanner will then read the barcode and determine the information to identify the inmate. The facility has the option of having the inmate enter the PIN# again or allowing access after the presentation of the wristband.
 - The inmate is able to present an ID card to the attached dual card scanner. This card scanner will then read the barcode or the magnetic strip and determine the information to identify the inmate. The facility has the option

of having the inmate enter the PIN# again or allowing access after the presentation of the wristband.

- Once logged into the kiosk, the inmate is displayed their full name, booking number, available balance and their debt balance. In the middle section of the screen they are able to choose ALL main Tabs.
- Account history – All debit and credit transactional information is displayed to the inmate for the life of their account.
- Commissary order entry – Each inmate is able to create a “grocery list” using the kiosk. An inmate is assigned a facility approved order form which is displayed to them as their choices. Each order form is displayed in category sections. The inmate will simply touch the category that will then display the items to be added to the grocery list. Kiosk will display pictures of all the products to the inmates allowing them to understand fully what items they are requesting. This module will apply all restrictions at the time the order is created. Those restrictions are as follows:
 - Order for assignment
 - Order form spending group limit
 - Order form maximum spending limit
 - Item category maximum spending limit
 - Item maximum time quantity
 - Item maximum quantity
 - Resident indigence status
 - Item indigence status
 - Resident age
 - Resident available balance
- Facility Information - The facility MUST BE able to freeform information using the administration tool to display to the inmates. They are able to display things such as FAQ's, meal menus, Inmate hand books and many other things. This section is purely for the benefit of the facility.
- Inmate Calendar / Appointment Request - Allows inmates to submit requests electronically. After the facility configures the type(s) of requests that the inmate is allowed to submit the inmate will be able to logon to the kiosk and submit the requests. The inmate will also be able to view their calendar. The facility is able to post static calendar information as well as all approved inmate appointments that are a direct result of an electronic request
- Secure Mail – have the ability to correspond with family via facility-controlled electronic messaging.
- Informal Resolution – Inmates can draft a request for an informal resolution to a grievance.
- Phone Management – Ability for inmates to review phone time charges.

Note: ALL Vendors MUST list specifications that deviate from above. ECSO is mandating that there will be NO hard drives in ANY housing kiosks.

References

The successful Vendor must supply a minimum of 10 current commissary referenced facilities with at least 1,200 ADP to be awarded the contract, in addition to **nationwide references that mimic the technical requirements and interface specifications** listed in this RFP. A facility contact will be given with contact information to verify the data provided by the vendor for ALL references. In addition, Vendors **MUST** supply all references that are currently using said Kiosk Order Entry System and Software, with contact information and date of service into the commissary market. Preference will be given to vendors that have more experience with order entry housing kiosks and automated deposit service references.

DATA RECOVERY / DISASTER BACK UP PLANS

Disaster recovery to the ECSO NY, at a minimum, will include:

- 1) **Scheduled backup to local media** – daily or more frequent export of database files to one or more of the following:
 - a. Local Hard Drive
 - b. Local Zip Disk
 - c. Network Drive
 - d. Facility Tape drive
- 2) **Off-site backup to secure Web Site** – daily or more frequent transmission of exported database files to web site via FTP file transfer – requires internet access when scheduled event is triggered, and FTP capability through ports 20, 21.
- 3) **Off-site Backup to Fire-Proof Corporate Data Center - Storage Area Network** with 18-day tape storage at fireproof off-site facility. This requirement will have internet access through Port 3007 (bi-directional) using SyBase iAnywhere.

Recovery under any of the above scenarios will include first efforts to restore the data on the machine that failed without resorting to a prior backup. If this is not possible, the Vendor will restore the last backup to a service replacement system and ship the replacement to the site on the business day following the data restoration. The vendor will outline additional service procedures offered.

EQUIPMENT WARRANTY AND MAINTENANCE

1. All equipment, including software, provided by the vendor shall be warranted and maintained by the vendor for the extent of the contract terms and any renewal periods. Vendor MUST list all equipment provided. All equipment MUST be brand new.
2. The vendor shall provide initial on-site training session(s) for ECSO NY staff, of no less than 36 hours.
3. The vendor shall provide on-line user manuals on all desktops utilizing the vendor's software.
4. All information entered into the vendor's software during the extent of the contract is the property of the ECSO NY. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the ECSO NY approval, all inmate and Facility(s) information.
5. Vendor must have 24-hour helpdesk with an 800 number manned by the vendors employees. Vendor must provide said number in their response to this section and the staff assigned to monitor the helpdesk.

BILLING & COMMISSION

1. The ECSO NY will require detailed billing at least once every month.
2. Commissions due to the ECSO NY shall remain in the control of the ECSO NY at all times and shall be paid to ECSO NY on Adjusted Gross Sales (sales less non-commissionable items as determined by ECSO NY). Commissions shall be paid on gross sales less postage and any items sold to the inmates by the ECSO NY (newspapers, magazines, haircuts, etc.). All monies shall remain in the custody of the ECSO NY. Commissions shall be deducted from the adjusted gross sales listed above. Said funds shall be transferred to the inmate welfare fund directly by the ECSO NY Staff. At no times shall commissions be paid to the vendor, to in turn be reimbursed by the vendor to the inmate welfare fund.
3. Credits for shortages/damages to inmate orders shall be input into the vendors system for credit to the individual inmate's accounts. The vendor's system must allow for on-line crediting where the ECSO NY staff may view the order in the computer, and credit said shorted/damaged products electronically. Credits shall be sent to the vendor and said credits shall be reflected on a separate invoice from the sale.

PRODUCTS/PRICING

The vendor shall supply a complete detailed master list with pricing of all items available to the ECSO NY with their RFP response. The vendor will list **ALL SIZES** offered including ounce sizes and quantity counts (i.e. six-pack, 3 oz chips, etc). The vendor shall make available, commissary goods from the approved commissary master list issued by the ECSO NY to the inmates. The vendor is responsible for ensuring that only items included on the commissary master list are available. The ECSO NY reserves the right to add, eliminate or restrict products on the commissary master list. The ECSO NY has been designated as a tobacco free facility and tobacco products are strictly prohibited.

The ECSO NY has put an emphasis on security friendly commissary items to enhance security and timeliness of cell searches. This includes, but is not limited to, clear and re-sealable products for both food and hygiene products. Product quality will be considered for all items offered to the inmate population. The vendor shall note any security friendly item offered in their response to get credit for said product.

VENDOR HISTORY, QUALIFICATIONS AND REFERENCES

The vendor must presently be in the business of providing inmate commissary services for a minimum of ten (10) years from the date of proposal submission. The vendor shall provide a complete description of the warehouse location where commissary services for the ECSO NY will be processed. As stated earlier, the vendor's warehouse must be, at a minimum 50,000 square feet to assure product availability, selection, stock and ability to grow with the ECSO NY Facilities. Vendors should include the size of the warehouse(s), address, staff members working at that location and the security measures/procedures in place at each warehouse.

The vendor must describe how its experience in the correctional commissary industry qualifies it to provide commissary services to the Jail. At a minimum, each vendor should supply the following information to establish its qualifications:

- A. A narrative description of the vendor's history in corrections, limited to the correctional commissary business.
- B. The resumes of key personnel who will be involved in the contract.
- C. An organizational chart to include local personnel and technical support staff assigned to this project.
- D. Listing of accounts with inmate counts of 1,200 ADP or more where the vendor provides commissary services.
- E. Provide references of contracts at facilities where the vendor mimics the requirements set forth in this RFP both technically and operationally. The ECSO NY requires references from facilities serviced by the warehouse that will service the ECSO NY. A preference will be given to vendors with the most references of correctional facility experience both regionally and nationally.

- F. Vendor MUST provide warehouse address location that will be responsible for supplying this contract, including but not limited to square footage.

The successful Vendor must supply a minimum of 10 current commissary referenced facilities with at least 1,200 ADP, as well as others that the vendor provides **CURRENT** commissary services for that mimic the operational plan proposed in this RFP. The following information must be included with the references:

- A. Facility name, address, telephone number and title of contact person, date of acquisition. All references provided must be currently serviced by Vendor.

References shall be graded on the following: fill rates, service level, product quality, staffing/reliability, inmate grievance levels, technology utilized and functionality, and comparison of services verses previous vendor, if applicable.

AWARD CRITERIA

The intent of this RFP is to provide the “best value” for the ECSO NY, and award a contract to the vendor the ECSO NY feels best meets the needs of the Jail. Representatives from the ECSO NY will review all proposals received and evaluate each section of the vendor’s response. The evaluation criteria below, has been assigned a point system based on its relative value to the scope of work of the commissary project. All prospective vendors MUST answer and address, at a minimum, the below award criteria questions for vendor comparison purposes and point allotment for each section. The criteria and associated point totals are as follows:

1st place point maximum totals per category noted to right of category:

- 2nd place point total awarded = 50 % of 1st place max points.
- 3rd place point total awarded = 25% of 1st place max points.
- 4th place point total awarded = 10% of 1st place max points.
- 5th place point total awarded = 0% of 1st place max points.

Maximum Point Total Potential = 125 Points.

A. Commissary Items: Match Current Items and Pricing to inmates / New Selections: 35 Points

- a) Matched Current Selection and Pricing
- b) Current Master List with pricing
- c) Suggested New Menu with Pricing

B. Technical Response & Kiosk System: 35 Points

- a. Inmate Accounting Software System Feature Outline.

- b. Number of inmate kiosks installed at correctional facilities only: _____
- c. Number of correctional facilities utilizing vendors inmate kiosks: _____
- d. List, under separate cover, all inmate kiosk accounts above to include:
 - i. Facility Name
 - ii. Facility Address
 - iii. Facility Contact Name
 - iv. Facility Contact Phone Number
 - v. ADP
- e. List, under separate cover, all booking interfaces to include:
 - i. Facility Name
 - ii. Facility Address
 - iii. Facility Contact Name
 - iv. Facility Contact Phone Number
 - v. ADP

C. References: 30 Points

- a. How many correctional commissary facilities are served weekly: _____
- b. How many correctional commissary inmates are served weekly: _____
- c. How many correctional commissary facilities served weekly have an ADP of at least 1,200 beds _____
- d. List, under separate cover, all correctional commissary accounts from letter c. above to include:
 - i. Facility Name
 - ii. Facility Address
 - iii. Facility Contact Name
 - iv. Facility Contact Phone Number
 - v. ADP
 - vi. Years Served
 - vii. Previous Commissary Provider-for service comparison purposes

D. Vendor staff experience, warehousing capabilities, and products: 25 Points

- a. Provide a narrative of the company's correctional commissary experience to include:
 - i. Years in the correctional commissary industry
 - ii. Narrative of the development of the vendor's software
 - iii. Listing of vendor's technical support team to include:
 - 1. Employee Name
 - 2. Employee Title
 - 3. Job Description
 - 4. Chart of Employees
- b. List all staff that will be assigned to this project to include:
 - i. Employee Name
 - ii. Employee Title
 - iii. Years of Experience-in correctional commissary only

- iv. Projects/Facilities where the employee has assisted in the startup of the contract and ongoing maintenance of the **correctional commissary** contract
- c. List the companies background/security clearance policies
- d. Warehouses operated by the vendor that serve **correctional commissary only**: _____
- e. Warehousing square footage for **correctional commissary only**: _____
- f. Warehouse security features
- g. Commissary products offered by the proposing vendor: _____
- h. Average daily dollar value of correctional commissary products only: \$ _____
- i. Average on hand inventory in days/weeks vs. daily/weekly sales: _____

E. 25 % Commission offered: Mandatory = 0 Points.

The award resulting from this RFP will be made to the vendor who submits the response that, in the ECSO NY's judgment, best serves the interest of the ECSO NY. Based upon the review of the above factors, the proposals with the highest rating may be further evaluated through technical presentations and site visits at the discretion of the ECSO NY. ECSO NY will not entertain or accept on-site commissary operational plans, guarantees or signing bonus in the award of this contract. The submission of any shall render the vendor's proposal unresponsive.

IMPLEMENTATION REQUIREMENTS/CONTRACT START DATE

1. The awarded vendor shall be required to implement commissary operations within 30 days of a signed contract between the Erie County Sheriff's Office and vendor.
2. The vendor's technical staff shall be required to work with the Erie County Sheriff's Office/Jail Staff to create all General Ledger Accounts and review system requirements.
3. Only after the Erie County Sheriff's Office designated employees, Jail Administrator and Sheriff of Erie County has signed off on the training schedule as complete, may the awarded vendor's technical staff be released of further training. On going training may be requested by the Jail at any time during the course of the contract.

RECORD OF ACCOUNTS

The contractor shall keep adequate books and records of accounts and shall permit the Erie County Sheriff's Office Jail Administrator and/or his designee to inspect such books and records any reasonable time during normal business hours on seven (7) days notice.

CONTRACT PERIOD

The contract resulting from this Request for Proposal shall be in effect from:

5/1/2012 - 4/30/2015 WITH THE ECSO RESERVING THE RIGHT TO RENEW AND EXTEND SAID CONTRACT FOR TWO (2) TWELVE (12) MONTH OPTIONS. THE CONTRACTOR SHALL HAVE NO RIGHT OF SUBLETTING OR ASSIGNMENT OF CONTRACT WITHOUT WRITTEN APPROVAL OF THE ECSO. THE CONTRACT MAY BE TERMINATED BY THE ECSO BY GIVING WRITTEN NOTICE TO THE CONTRACTOR AT LEAST NINETY (90) DAYS PRIOR NOTICE TO ANY SUBSEQUENT RENEWAL TERM.

Erie County NY Sheriff's Office



RFP Commissary Service - No Bid Form

Vendor / Contactor Name: _____

Address: _____

Phone Number: _____

RFP # : _____

Reason (check one):

Can't Meet Software Requirements _____

Warehouse Too Small _____

No Integration Experience with Current JMS _____

Can't Meet Reference Requirements _____

Other (please specify) _____

Mail to:

ATTN: **Dan Centinello**
 10 Delaware Ave.
 Buffalo, New York, 14202
 centind2@erie.gov

Note: Any other questions regarding this RFP will be submitted in writing to the same contact email address as listed above.

ATTACHMENT “A” - ECCF COMMISSARY LIST

Vendor will provide all items on current commissary menu and match all pricing.